Allergy and Asthma Center of Boerne

1420 River Road Suite 300

Boerne, Texas 78006

**COVID-19 Office Guidelines**

**(04/03/2020)**

Dear AACB patients,

As we continue our efforts to provide a safe and efficient environment in which to meet the medical needs of our patients, we felt it necessary to issue **formal** guidelines to ensure the safety of our patients, our community and our staff. Many of these measures have already been adopted over the past 3 weeks, but this letter serves to highlight these steps to better inform our patients. We are continuing to monitor changing recommendations from local, state and federal agencies and will adjust these guidelines as necessary.

\*Providers will be wearing masks during patient visits. Staff members will have their temperatures checked upon opening the clinic and will be sent home for further treatment if they develop a fever or become ill.

\*The staff at the receptionist desk will be signing in all patients for their appointments upon arrival

\*Patients will be brought to the back for Temperature checks as well as further vital signs as quickly as possible and will remain in their exam rooms instead of the waiting room to conform with social distancing recommendations

\*Patients who are waiting in the waiting room, will be asked to keep a minimum of 6 feet from others

\*Patients will be asked to minimize the number of family members accompanying them to a minimum

\*Physical exams may be abbreviated or eliminated if not necessary to avoid close contact with patients who may be coughing

\*The front desk area, checkout area, waiting room and shot room will continue to be cleaned several times a day with hospital grade disinfectant. All exam rooms, tables, chairs, door handles and equipment will continue to be disinfected after each patient

\*Allergy shot patients will be asked not to come in as usual if they are sick or coughing

\*Allergy shot patients who are able to receive their injections can choose to wait in their vehicles for 30 minutes if they are not deemed to be high risk of having a reaction and sign the waiver at the front desk since this is not our standard protocol. Those choosing to wait in the waiting room should respect the 6 foot social distancing recommendations

\*Asthma Patients should continue to take their medications since there is no evidence at this time that inhaled steroids place these individuals at higher risk of infection or complications from Coronavirus

\*All patients may utilize the option of telemedicine visits, usually scheduled as telephone visits, and may ask for an appointment to be made by contacting the front desk staff

\*All patients with immunodeficiency disorders should call for telemedicine visits since they may be at higher risk of complications from COVID 19

\*All patients over 65 with significant complicating medical conditions are also encouraged to call us to set up a telemedicine visit since they may be at higher risk of complications from COVID 19

\*All patients who have had a fever 1 week or less prior to their visit should call the clinic to reschedule

We are asking all patients to please adhere to these guidelines to minimize the risk of acquiring/spreading Coronavirus to themselves, other patients, the staff and the community at large. We understand that these are very challenging times, but we are committed to serving our patients and their medical needs nonetheless. Your health and safety is our priority and following these guidelines will help us achieve that goal. Thank you for your continued support.

Sincerely,

David Fuentes MD FACAAI and Staff